



## Governor's Office of Storm Recovery

**ANDREW M. CUOMO**  
Governor

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Executive Director

### Governor's Office of Storm Recovery (GOSR)

**Job Title:** Program Administrator  
**Department:** Housing  
**Location:** NYC, Beaver St.

#### Organization Summary

Established in June 2013 following the occurrence of Hurricane Irene, Tropical Storm Lee, and Superstorm Sandy, the Governor's Office of Storm Recovery (GOSR) centralizes recovery and rebuilding efforts in impacted areas of New York State. GOSR aims to address communities' most urgent needs, while encouraging the identification of innovative and enduring solutions to strengthen the State's infrastructure and critical systems. Operating under the umbrella of New York Rising, GOSR utilizes approximately \$4.4 billion in flexible funding made available by the U.S. Department of Housing & Urban Development (HUD) Community Development Block Grant Disaster Recovery (CDBG-DR) program to concentrate aid to four main areas—Housing Recovery, Small Business, Community Reconstruction and Infrastructure.

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#### Position Summary

The NY Rising Housing Recovery Program provides assistance for repairing damaged properties, reconstructing damaged homes, mitigating damaged properties for future resilience, reimbursing Applicants who have already begun repairing their homes damaged by Superstorm Sandy, Hurricane Irene, and Tropical Storm Lee. The Housing Recovery Program includes the Single-Family Housing Program with over 10,000 applicants as well as several smaller program areas.

#### Description

The Program Administrator will work primarily with the Housing Policy Team, and will assist the Housing Policy Director and Program partners in day-to-day management of the Clarification and Appeals Process. The Program Administrator will ensure that cases are reviewed in a timely manner, that appropriate determinations are issued to applicants, and that applicant files reflect Program decisions. Working the Housing Policy Team, the Program Administrator is responsible for researching, developing, administering and evaluating programs in response to the identified needs of program recipients.

#### Responsibilities include, but are not limited to the following:

##### General Support to the Housing Policy Director

- Managing the recovery process for properties from initial application through final payment;
- Create applicant-facing documents, policy updates, and case-specific communications;
- Track inquiries, provide status updates, and troubleshoot issues to resolution.

##### Clarifications and Appeals Management

- Overseeing partners who administer key program aspects including: applicant-facing case management, review of applicant-submitted documents, review of applicant specific request for evaluation of Program determinations, and mailings to applicants;
- Providing a level of quality control at each level of the process;

- Working collaboratively with program partners to resolve issues;
- Propose efficiencies to points in the process where possible.

The Program Administrator may be called upon to do special projects as requested.

**Qualifications:**

- Must have a Bachelor's degree. Preference for candidates with a Master's degree in public administration, public policy, urban planning, housing administration or related fields.
- A minimum of 2 years' experience in a related area and in a similar role
- Demonstrated excellence in managing complex projects involving multiple stakeholders
- Preference for candidates who have a solid understanding in one or more of the following areas: housing, disaster recovery, environmental resiliency and sustainability, urban planning.
- Ability to maintain a positive, solution-oriented attitude in a challenging, fast-paced environment
- Excellent communication skills (oral/written)

**If interested:**

All candidates must submit a resume to [StormRecoveryJobs@stormrecovery.ny.gov](mailto:StormRecoveryJobs@stormrecovery.ny.gov). Please include the name of the position that you are applying for in the subject line. We cannot interpret omissions or vagueness in your favor. You are responsible for an accurate and clear description of your training, work experience, and how you meet the qualifications of the position you are applying for. Please set forth all relevant employment history, including the name of each employer, dates of employment and titles held. Be sure to describe the nature of the work that you personally performed for each position held. If you had supervisory responsibilities, state how many people you supervised and the nature of such supervision.

The Governor's Office of Storm Recovery is an Equal Employment Opportunity employer committed to excellence and diversity. All qualified candidates are encouraged to apply.